

920673-94702

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the application of : McCORMACK, Tony et al.  
Serial No. : 10/645,438  
Filed : 21 August 2003  
For : Management of queues in contact centres  
Confirmation No. : 7992  
Examiner : CHEA, Philip J.  
Art Unit : 2453

PETITION FOR EXTENSION OF TIME

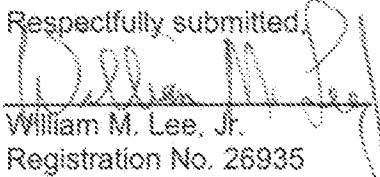
Honorable Director of Patents and Trademarks  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In accordance with the provisions of 37 C.F.R. §1.136, the applicant hereby petitions for an extension of time of one month to respond to the Office Action of September 15, 2010. Response will therefore be timely filed with the Patent and Trademark Office no later than January 18, 2011 (January 15, 2011 being a Saturday and January 17, 2001 being a holiday).

In accordance with the provisions of 37 C.F.R. §1.17, the required fee of \$130.00 should be deducted from Deposit Account No. 141315.

January 18, 2011

Respectfully submitted,  
  
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